

POSITION TITLE:	UX Designer	CLASSIFICATION:	Band 5
REPORTS TO:	Digital Products Lead	CONTRACT:	Permanent
DEPARTMENT:	Customer Experience & Engagement		

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable and delivering effective services to our community.

VISION

Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

Council's UX Designer plays a key role in ensuring that our online information is easily accessible

RESPONSIBILITIES	KEY OUTCOMES
UX Design expertise and leadership	<ul style="list-style-type: none"> » Drive the development and delivery of user experience research and analysis » Collate, synthesise and interpret customer insights to make recommendations for improvements to digital products and channels » Identify potential useability issues and design opportunities » Assists content designers to write web content that minimises identified painpoints and increases the successful completion of online user tasks
Collaborate to improve the user experience	<ul style="list-style-type: none"> » Work collaboratively with teams across the organisation to implement improvements to digital products & channels » Collaborate with the customer experience team to uplift experience design across the organisation » Ability to simplify and explain concepts for stakeholders with little knowledge of UX » Work with the Digital Products team to triage and action HelpDesk requests
Reporting and Evaluation	<ul style="list-style-type: none"> » Prepare reports and presentations that show analysis of usage data and communicate UX insights to stakeholders » Produce experience design, service design and UX design assets including, but not limited to, customer journey maps, experience maps, IX flows and wireframes

KEY WORKING RELATIONSHIPS



Direct reports:

None

Internal:

Communications, Project Stakeholders

External:

Consultants, agencies

REQUIRED SKILLS AND COMPETENCIES

Customer focus	<ul style="list-style-type: none"> » Solid customer-centric focus, core understanding of the customer lifecycle and customer needs » Sound understanding of the values, behaviours and strategies required to create exceptional customer experiences for both internal and external customers
Specialist knowledge and skills	<ul style="list-style-type: none"> » Experience in UX design and research » Proficient use in the Microsoft Office suite and design tools, including Figma and Miro
Interpersonal skills	<ul style="list-style-type: none"> » A demonstrated skill diversity including initiative, attention to detail, flexibility and curiosity » Proven ability to work in a team environment and positively contribute to the team » Ability to work collaboratively across teams and departments to achieve common goals » Strong stakeholder management skills
Qualifications and experience	<ul style="list-style-type: none"> » UX certification » Preferable: undergraduate degree or equivalent experience

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date:

April 2025